Baldrige Criteria

- Categories

Baldrige Criteria

- Categories
  - Leadership

Baldrige Criteria

- Categories
  - Leadership
  - Strategic planning

Baldrige Criteria

- Categories
  - Leadership
  - Strategic planning
  - Customer and market focus

Baldrige Criteria

- Categories
  - Leadership
  - Strategic planning
  - Customer and market focus
  - Measurement, analysis, and knowledge management

Baldrige Criteria

- Categories (cont.)
  - Human resource focus

Baldrige Criteria

- Categories (cont.)
  - Human resource focus
  - Process management

Baldrige Criteria

- Categories (cont.)
  - Human resource focus
  - Process management
  - Results

Baldrige Criteria

- Core values and concepts

Baldrige Criteria

- Core values and concepts
  - Visionary leadership

Baldrige Criteria

- Core values and concepts
  - Visionary leadership
  - Customer-driven excellence

Baldrige Criteria

- Core values and concepts
  - Visionary leadership
  - Customer-driven excellence
  - Organizational and personal learning

Baldrige Criteria

- Core values and concepts
  - Visionary leadership
  - Customer-driven excellence
  - Organizational and personal learning
  - Valuing employees and partners

Baldrige Criteria

- Core values and concepts
  - Visionary leadership
  - Customer-driven excellence
  - Organizational and personal learning
  - Valuing employees and partners
  - Agility

Baldrige Criteria

- Core values and concepts (cont.)
  - Focus on the future

Baldrige Criteria

- Core values and concepts (cont.)
  - Focus on the future
  - Managing for innovation

Baldrige Criteria

- Core values and concepts (cont.)
  - Focus on the future
  - Managing for innovation
  - Management by fact

Baldrige Criteria

- Core values and concepts (cont.)
  - Focus on the future
  - Managing for innovation
  - Management by fact
  - Social responsibility

Baldrige Criteria

- Core values and concepts (cont.)
  - Focus on the future
  - Managing for innovation
  - Management by fact
  - Social responsibility
  - Focus on results and creating value

Baldrige Criteria

- Core values and concepts (cont.)
  - Focus on the future
  - Managing for innovation
  - Management by fact
  - Social responsibility
  - Focus on results and creating value
  - A systems perspective

Baldrige Criteria

- Key characteristics

Baldrige Criteria

- Key characteristics
  - Criteria focus on results

Baldrige Criteria

- Key characteristics
  - Criteria focus on results
  - Criteria are not prescriptive

Baldrige Criteria

- **Key characteristics**
  - Criteria focus on results
  - Criteria are not prescriptive
  - Criteria are adaptable

Baldrige Criteria

- Key characteristics
  - Criteria focus on results
  - Criteria are not prescriptive
  - Criteria are adaptable
  - Criteria support a systems perspective

Baldrige Criteria

- Key characteristics
  - Criteria focus on results
  - Criteria are not prescriptive
  - Criteria are adaptable
  - Criteria support a systems perspective
  - Criteria support goal-based assessment

Baldrige Criteria

- Key questions

Baldrige Criteria

- Key questions
  - How do your senior leaders lead?

Baldrige Criteria

- Key questions
  - How do your senior leaders lead?
  - How do you govern and address your social responsibilities?

Baldrige Criteria

- Key questions
  - How do your senior leaders lead?
  - How do you govern and address your social responsibilities?
  - How do you develop your strategy?

Baldrige Criteria

- Key questions
  - How do your senior leaders lead?
  - How do you govern and address your social responsibilities?
  - How do you develop your strategy?
  - How do you deploy your strategy?

Baldrige Criteria

- Key questions (cont.)
  - How do you obtain and use customer and market knowledge?

Baldrige Criteria

- Key questions (cont.)
  - How do you obtain and use customer and market knowledge?
  - How do you build relationships and grow customer satisfaction and loyalty?

Baldrige Criteria

- Key questions (cont.)
  - How do you obtain and use customer and market knowledge?
  - How do you build relationships and grow customer satisfaction and loyalty?
  - How do you measure, analyze, and then improve organizational performance?

Baldrige Criteria

- Key questions (cont.)
  - How do you manage your information, information technology, and organizational knowledge?

Baldrige Criteria

- Key questions (cont.)
  - How do you manage your information, information technology, and organizational knowledge?
  - How do you engage your workforce to achieve organizational and personal success?

Baldrige Criteria

- Key questions (cont.)
  - How do you build an effective and supportive workforce environment?

Baldrige Criteria

- Key questions (cont.)
  - How do you build an effective and supportive workforce environment?
  - How do you design your work systems?

Baldrige Criteria

- Key questions (cont.)
  - How do you build an effective and supportive workforce environment?
  - How do you design your work systems?
  - How do you manage and improve your key organizational work processes?

Baldrige Criteria

- Key questions (cont.)
  - What are your product and service performance results?

Baldrige Criteria

- Key questions (cont.)
  - What are your product and service performance results?
  - What are your customer-focused performance results?

Baldrige Criteria

- Key questions (cont.)
  - What are your product and service performance results?
  - What are your customer-focused performance results?
  - What are your financial and marketplace performance results?

Baldrige Criteria

- Key questions (cont.)
  - What are your workforce-focused performance results?

Baldrige Criteria

- Key questions (cont.)
  - What are your workforce-focused performance results?
  - What are your process effectiveness results?

Baldrige Criteria

- Key questions (cont.)
  - What are your workforce-focused performance results?
  - What are your process effectiveness results?
  - What are your leadership results?